



# राजपत्र, हिमाचल प्रदेश (असाधारण)

हिमाचल प्रदेश राज्य शासन द्वारा प्रकाशित

शिमला, शुक्रवार, 20 अगस्त, 2004/29 भावण, 1926

हिमाचल प्रदेश सरकार

सामान्य प्रशासन विभाग

(गोपनीय एवं मन्त्रिपरिषद्)

अधिसूचना

शिमला-2, 13 अगस्त, 2004

संख्या जी० ए० डी० (सी० सी०) 5-2/71.—हिमाचल प्रदेश के राज्यपाल, भारत के संविधान के अनुच्छेद 166 के खण्ड (3) द्वारा प्रदत्त शक्तियों का प्रयोग करते हुए हिमाचल प्रदेश सरकार कारबार (आबंटन) नियम, 1971 [बिजनेस आफ दी गवर्नमेंट आफ हिमाचल प्रदेश (एलोकेशन) रूलज, 1971] का और संशोधन करने के लिए निम्नलिखित नियम बनाते हैं, अर्थात्:—

1. संक्षिप्त नाम और प्रारम्भ.—(1) इन नियमों का संक्षिप्त नाम हिमाचल प्रदेश सरकार कारबार (आबंटन) (118वां संशोधन) नियम, 2004 [बिजनेस आफ दी गवर्नमेंट आफ हिमाचल प्रदेश (एलोकेशन) (118 अमैण्डमेंट) रूलज, 2004] है।

(2) ये तत्काल प्रभाव से प्रवृत्त होंगे।

2. "*Redressal of Public Grievances Department*" शीर्षक के अधीन मर्दों का अंतःस्थापन.—हिमाचल प्रदेश सरकार कारबार (आवंटन) नियम, 1971 [ब्रिजनेस आफ दी गवर्नमेंट ऑफ हिमाचल प्रदेश (एलोकेशन) रूलज, 1971] के "*REDRESSAL OF PUBLIC GRIEVANCES DEPARTMENT*" शीर्षक के नीचे निम्नलिखित मर्द अंतःस्थापित की जायेंगी अर्थात् :—

- "1. Laying down guidelines for setting up of grievances redress machinery in all Ministries/Departments and providing information in this regard.
2. Ensuring the setting up of a decentralized machinery for redress of grievances, monitoring its effective functioning, helping identify grievance-prone areas for systematic change and computerising the grievance handling operations.
3. Contacting the concerned officers to assist grievance redress.
4. Laying down guidelines for formulating citizen's charter by Ministries/Departments Organisations and States/UTs sharing information, co-ordinating activities for deployment of Charters.
5. Co-ordinating setting up of Information and Facilitation Counters (IFC) in Ministries/Departments.
6. Publicising the Grievance Redress Mechanism of Ministries/Departments and the various Citizen's Charters and IFCs.
7. Any other works allotted to it by Hon'ble Chief Minister."

राज्यपाल के आदेश द्वारा,

कंवर शमशेर सिंह,  
मुख्य सचिव ।

[*Authoritative English text of this Department Notification No. GAD(CC) 5-2/71, dated 13-8-2004 as required under clause (3) of Article 348 of the Constitution of India*].

## GENERAL ADMINISTRATION DEPARTMENT

(Confidential & Cabinet)

### NOTIFICATION

*Shimla-2, the 13th August, 2004*

No. GAD (CC)-5-2/71.—In exercise of the powers conferred by clause (3) of Article 166 of the Constitution of India, the Governor, Himachal Pradesh, hereby makes the following rules further to amend the Business of the Government of Himachal Pradesh (Allocation) Rules, 1971, namely :—

1. *Short title and commencement.*—(1) These rules may be called the Business of the Government of Himachal Pradesh (Allocation) (118th Amendment) Rules, 2004.

(2) They shall come into force with immediate effect.

2. *Insertion of items under the heading "REDRESSAL OF PUBLIC GRIEVANCES DEPARTMENT"* In.—the business of the Government of Himachal Pradesh (Allocation) Rules, 1971 under the heading "REDRESSAL OF PUBLIC GRIEVANCES DEPARTMENT", the following items shall be inserted, namely :—

- "1. Laying down guidelines for setting up of grievances redress machinery in all Ministries/Departments and providing information in this regard.
2. Ensuring the setting up of a decentralized machinery for redress of grievances, monitoring its effective functioning, helping identify grievance-prone areas for systematic change and computerising the grievance handling operations.
3. Contacting the concerned officers to assist grievance redress.
4. Laying down guidelines for formulating citizen's charter by Ministries/Departments/Organisations and States/UTs sharing information, co-ordinating activities for deployment of Charters.
5. Co-ordinating setting up Information and Facilitation Counters (IFC) in Ministries/Departments.
6. Publicising the Grievance Redress Mechanism of Ministries/Departments and the various Citizen's Charters and IFCs.
7. Any other works allotted to it by Hon'ble Chief Minister."

BY ORDER OF THE GOVERNOR

KR. SHAMSHER SINGH,  
Chief Secretary.

